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15 July 1970

MEMORANDUM FOR: Deputy Director of Personnel
for Special Programs

SUBJECT : Annual Report of the Retirement Affairs
Division (RAD) for Fiscal Year 1970

1. The annual report for RAD for Fiscal Year 1970 is attached herewith as Tab B.

2. For a quick appreciation of the accomplishments in FY 70 and of projected activities in FY 71, a brief statement of highlights is included as Tab A.



Chief, Retirement Affairs Division

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Attachments

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TAB A

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I Selected Accomplishments

A. Pre-retirement planning and counseling services (RCB):

1. One Retirement Information Seminar (for persons scheduled for retirement in CY 1974).
2. One Financial and Estate Planning Seminar.
3. Six hundred and forty (640) individual pre-retirement counseling sessions.

B. Benefits, entitlements and options counseling; actual retirements (ROB).

1. 5,625 estimates of annuities prepared.
2. 2,225 individual counseling sessions conducted.
3. 361 retirements effected.

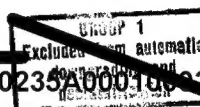
C. Employment counseling, guidance and assistance (EEAB):

1. 448 counseling sessions with retirees.
2. 367 counseling sessions with resignees.
3. 480 written responses to inquiries from prospective employers of candidates (retirees and resignees).
4. 278 official Personnel files reviewed for external investigators.
5. 225 meetings with SAS on 3 and 4 above.

D. Special activities and miscellaneous:

1. Development of enabling documents, forms and procedures necessary to activate the Voluntary Investment Plan.


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2. Preparation of proposed amendments to the CIARDS legislation, and preparation of rationale for relief from the quota of retirements imposed for the second quota period.
3. Preparation of a concise summary of insurance benefits (FEGLI, UBLIC, WAEPA) with emphasis on retirement features thereof.
4. Negotiations with the Office of Security resulted in that office accepting responsibility for the program of the Summary of Agency Employment (SAE).

II Projected Activities for FY 1971

- A. Expand and improve the retiree "follow-up" program by (a) revising the six months follow-up letter and (b) by sending to retirees a detailed questionnaire for their information on the effectiveness of the Agency's pre-retirement planning program.
- B. Complete and distribute a pamphlet (already nearing completion) on the retirement planning program and the Agency's internal resources to assist in this effort.
- C. Research into techniques and sources of information for long range employment planning counseling (as opposed to the current job search employment counseling).
- D. Refine the annual general (5 years in advance) retirement information seminar. Develop a program of group counseling sessions for retirees of individual Offices or Career Services one year before actual retirement.
- E. Develop a seminar in job search techniques and sources of information.
- F. 

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- G. Put into effect a Retirement Check Off List (already developed by RAD and approved by Cover Staff) to permit quick processing of retirement cases through Cover, Security and CI, and to furnish appropriate and consistent information simultaneously to Insurance Branch and Office of Finance.
- H. The Division will need additional office space in FY 71 to accommodate new functions, new office machinery, accretion of files, and to permit privacy for all of the various counseling and planning activities.

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TAB B

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I General

Fiscal Year 1970 was the first full year for the Retirement Affairs Division which was established on 17 March 1969.

The activities of the Division consisted of those of the three Branches: Counseling Branch, Operations Branch and Employment Assistance Branch. In addition, however, FY 70 saw the Division carrying the main coordinating and administrative responsibility for the development of the Voluntary Investment Plan.

The services provided by the three Branches continued as before: To provide information, guidance and assistance to prospective retirees to permit them to plan their retirement over the long term (i. e. 5 year) period; to counsel retirees, in the period immediate to their retirement, in the benefits, entitlements and options and to effect the legal and technical steps necessary to effect actual retirements; and to provide employment counseling by assisting retirees in developing their resumes for other employment, guiding them in their job search efforts and, to a modest extent, providing some potential job leads.

The activities in the development of the Voluntary Investment Plan consisted of defining the context of responsibilities of the various Agency components concerned, developing the administrative systems and procedures necessary to effectuate the program, prepare and validate the various forms to be used, and to carry on working liaison with appropriate internal and external components concerned with the developmental process.

There continued during FY 70, RAD's program of publicizing the development of, problems in and trends discernable in the Agency's retirement efforts. This was manifested by briefings or discussions ranging from participation in formal courses such as "Trends and Highlights", briefings of interested groups in various components (e. g. OCI's administrative personnel), the briefings of managerial officials at various levels, and selected groups of trainees in orientation situations.

FY 1970 saw dramatic legislative changes accruing to both our retirement systems: the high-3 formula and the crediting of unused

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sick leave. These two benefits, a cost of living increase and a liberalized approach to discontinued service retirement brought forth tangible evidence of the greatest interest in retirement so far experienced in the Agency. The most notable workload in the Division was, therefore, in the Retirement Operations Branch which was the recipient of a very large volume of requests for retirement, for estimates of annuities and for detailed explanations of options for retirements at varying selected dates. The tempo of this Branch's activities was heightened by the awarding of a cost of living increase for persons who retired by 30 June 1970, a development that encouraged many persons to want fast compilation of their options so that they might make the most advantageous decisions before that date. From September 1969, therefore, in anticipation to the enactment of the Daniels Bill to 30 June 1970 and the cost of living increase, the Retirement Operations Branch bore the brunt of the Division's activities.

II Highlights by Individual Activities

There follows a detailed report on the activities and accomplishments of the individual Branches of RAD.

A. Retirement Counseling Branch (RCB)

This Branch continues to be staffed by detailed representatives of the four Directorates in the Agency. The Branch's main function is to provide information, guidance and counseling to prospective retirees to permit the latter to use the five years prior to retirement for useful and effective retirement planning. The activities of this Branch range from conducting group counseling (pre-retirement seminars and financial planning seminars), individual pre-retirement counseling, and acquisition of handout pamphlets, brochures and monographs that will be stimulating to prospective retirees.

In FY 1970 (i. e. November 1969) one retirement planning seminar was conducted for persons scheduled to retire in 1974. One Financial and Estate Planning Seminar was conducted in October 1969.

The counselors in RCB conducted a total of 640 individual counseling sessions. This figure is notable when compared

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with the total of 1,400 such sessions in FY 69. There is a reason for this drop: FY 69 saw the Branch still concerned with "capturing" the large numbers of prospective retirees already into (well into, in some cases) the zone of retirement. The operation was to a degree, therefore, something of a "catch up" to provide the services to persons who had not yet had the opportunity. By contrast, FY 70 saw almost all of that group having already been beneficiaries of the service so that the FY 70 individual counseling was concentrated almost exclusively on the retirees scheduled for 1974, approximately 250. (N.B. That many retirees return for more than one individual counseling session).

Similarly, the participation in the retirement information seminar in October 1969 was attended by roughly 215 to 250 persons, the "class" of 1974.

B. Retirement Operations Branch (ROB)

The main functions of this Branch are to inform and counsel retirees, close to actual retirement, in the benefits, entitlements and options which their retirement system, length of service, and situation as regards dependents brings up for determination; to effect the technical and legal steps to effectuate actual retirements, and to operate the complete range of post-retirement services for retirees under the CIA System.

As already mentioned, this Branch was under an extremely heavy workload during the greater part of FY 70. A total of 361 persons retired in FY 70. To effect this number of retirements, however, required much detailed discussion with prospective retirees and the preparation of estimates in those numerous cases in which a person could exercise a choice in dates for retirement. The number of interviews totaled 2,225 and the number of estimates totaled 5,625.

In addition to this counseling on retirements to be, this Branch was also experiencing an inexorably increasing workload in the post-retirement servicing of the retired CIARDS population (annuitants and survivors). This population now

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totals over 500 persons who must look to the Agency for every action involving their retirement - or survivorship - status. This operation is further complicated by the fact that the death of a CIARDS annuitant more likely than not results in a greater workload for ROB as the deceased is replaced by a spouse and children (often at different locations) who are also subjects of our responsibility for servicing them. In addition to 407 pieces of correspondence to CIARDS annuitants and survivors, two bulk mailings totaling 900 pieces of correspondence were sent to this same clientele.

The Secretariat to the CIA Retirement Board. The Secretariat performed all the supporting, background and clerical work needed to enable the Retirement Board to conduct 22 meetings during FY 70 at which were reviewed 51 cases involving domestic service for CIARDS, 57 cases concerned with requests for extensions. In addition, the Secretariat performed a variety of high volume operations concerned with the processing of documentation related to various aspects of participation in the CIARDS active population (approximately [REDACTED] persons). Detailed statistics on the Secretariat operations and other activities of ROB are shown in the Statistical Summary of Selected Significant Activities (F).

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C. External Employment Assistance Branch (EEAB)

The function of this Branch is to counsel resignees and those retirees who need post-retirement employment, to assist them in preparing and having a resume that targets on the type of employment of their choice, and to guide them in their job search efforts. In addition, the Branch has a modest capability to contact likely potential employers and to open a working "dialogue" with them in order to uncover job opportunities to which retirees who are qualified may be referred. The main emphasis, however, is on assisting a person to achieve success through his own efforts.

In FY 70 this Branch conducted a total of 448 individual counseling sessions for retirees and a total of 367 sessions for resignees. A small number of these were not in the wave of

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persons leaving the Agency in FY 70; they were persons who had departed as much as a decade earlier and returned for assistance.

As resignees and retirees become active in their external efforts to find employment, the potential employers whom they contact make inquiries of the Agency regarding the qualifications of applicants. Thus, in FY 1970, this Branch replied in writing to 480 written inquiries on applicants, reviewed 278 official personnel files for outside investigators and responded to 946 telephone calls regarding applicants. Other statistical information on this Branch is shown in the Statistical Summary of Selected Significant Activities (F).

D. Special Activities and Miscellaneous

Beginning in August 1969 interest mounted in the development of the Voluntary Investment Plan which, although suggested earlier, had been deferred for some time. Two officers were detailed to work on the development of the total array of actions which would be required to put this Plan into effect. This included the development of necessary forms and documents and the allocation of working responsibilities among the Offices of Personnel, Finance and Computer Services. In addition, this entailed much working liaison with the Office of the General Counsel and the outside company that was to be concerned with the plan.

During FY 70 the Division performed several other tasks worth noting:

1. The Division compiled the drafts of proposed amendments to the CIARDS legislation designed to accomplish needed amendments to the CIARDS retirement law and regulations.

2. Revised a printed "handout" on the various insurance programs in the Agency, with special coverage to provisions for the post-retirement period.

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3. Negotiated with the Office of Security to reach the agreement that that office will assume responsibility for the program of the Summary of Agency Employment.

E. Administrative

The Division continued with essentially the same staffing that obtained in FY 69.

At the beginning of FY 70, the Division ceased the assignment of one officer full time to the seminar program. This function has been absorbed in the Retirement Counseling Branch.

During FY 70, five persons assigned to the Division retired. All but one (the officer who handled seminars) have been replaced.

A training program, prepared at the beginning of FY 69 and envisioning various types of formal training for Division personnel, was put into effect for the first quarter of FY 69. Following that time, the plan was deferred due to continuing very heavy workloads.

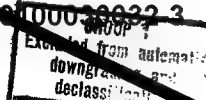
The very heavy workloads, accretion of files, addition of new programs, and addition of new office machines, intensified a need for additional space. This will be satisfied in FY 71.

F. Statistical Summary of Selected Significant Activities in FY 1970

RCE

	<u>FY 70</u>	<u>FY 69</u>
Pre-retirement counseling sessions	640	1,404
Discussions with management on retirement plans	99	0

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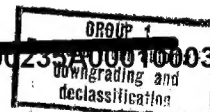
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<u>EEAB</u>	<u>FY 70</u>	<u>FY 69</u>
Employment counseling sessions for retirees	448	485
Employment counseling sessions for resignees	366	484
Initial resumes prepared	227	293
Job leads given to retirees	295	417
Job leads given to resignees	451	416
Job sources developed	57	85
Written replies to inquiries from external employers	480	384
Telephonic replies to inquiries on external employment matters	946	0
Personnel files reviewed for external investigators	278	312
Meetings with SAS on external employment matters	225	0
Meetings with Security on external employment matters	49	0

ROE

Total retirements effected	361	331
Retiree counseling sessions	2,225	0
Annuity estimates prepared	5,625	2,400
Applications for Service Credit	178	156
Applications for refunds, internal	63	96
Memoranda prepared	676	0
Dispatches prepared	77	0
Overt Correspondence (CIA letterhead)	46	0
[REDACTED]	407	0
Bulk mailing to CIARDS retirees:	900	
FEGLI open season - 400		
Amendments to CIARDS Act - 500		
Commendatory letters	312	331
Forms (various) prepared:		
Civil Service	1,105	0
CIARDS	1,474	0

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Board Secretariat

FY 70

FY 69

Determining participation in CIARDS:

1. Preparation of forms and memoranda
2. Coding and typing Machine Record Form 3108
3. Verification of data supporting nominations

516

422

Review of participants in CIARDS:

1. 15th anniversary review
2. Preparation of memoranda in connection with 15th anniversary review

201

331

413

674

Meetings with CIA Retirement Board:

1. Prepared agenda; wrote minutes
2. Researched/prepared cases involving domestic qualifying service
3. Researched/prepared cases involving requests for extensions of retirement dates

22

24

51

0

57

86

Miscellaneous:

1. Medallion program (clearances, memos, letters, etc.)
2. Prepared 5-year letters
3. Preparation of various statistical reports

273

670

258

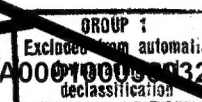
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* The typed zero (0) in the FY 69 column indicates information on items so marked is not available for that year.

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III Projected Activities for FY 1971

A. Expansion of the Retiree "Follow-Up" Program

The Division plans to revise completely the six-months follow-up letters and to complete work on a detailed four page questionnaire designed to obtain from retirees information on the effectiveness of the pre-retirement planning program.

B. Pamphlet on Retirement

A draft has been made of a pamphlet designed to acquaint all personnel with the Agency's retirement planning program and to provide information on the internal resources available to such planning. The text is undergoing a slight revision and the Graphic Arts Branch has already offered suggestions for more dramatic presentation.

C. Space

The needs for additional space are becoming acute in the Division, especially in ROB. Plans have been submitted for additional space and for some alterations to existing areas.

D. Long Range Employment Counseling

Heretofore employment counseling has been geared to resignees or retirees on the verge of departure. In the latter half of FY 70 we discerned a pattern of some younger officers, all below age 50, who plan to retire at that age to go on to second careers. The problems posed by this group indicate the need to develop capabilities for long term preparatory employment counseling as opposed to just job search counseling.

E. Seminars and Group Counseling

We are firmly on the five year cycle for Retirement Information Seminars. Thus, in October 1970 we shall conduct a seminar for persons retiring in 1975. We have, however,

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discerned the need to "tighten up", in a more formal fashion than now prevails, with retirees one year prior to retirement. We plan, therefore, to institute group counseling sessions, on an office or career service basis, a year in advance of retirement. The purpose will be to give to such retirees a real appreciation of the need to follow a definite schedule for accomplishment of tasks that must be handled in the last year (e.g. SAE, contact with OMS, sign Application for Retirement).

F. Seminar in Job Search Techniques

The Division plans to conduct, at least on an experimental basis initially, a small seminar of the techniques of hunting for a job. If this initial seminar proves successful, we shall conduct it at varying intervals throughout the year.

G. The Non-Staff Annuity Plan

Sometime in FY 1971, the Division will take over responsibility for the Non-Staff Annuity Plan. This plan has already been approved in concept. It remains for RAD to develop all the documentation, standards for adjudication, records, communications channels and operating procedures needed to put this plan into effect.

H. Retirement Check Off List

The Division has developed a "check off" list which will be used in conjunction with Cover, Security and CI in obtaining clearances for all retirement documentation. Heretofore, the three components cited were sent retirement actions on a piecemeal basis (e.g. request for clearance for medallion, request for clearance for commendatory letter) which precluded those components from looking at the "whole man" and making a total determination. The new "check off" sheet will present all retirement items at one time. Insurance Branch and Office of Finance will also benefit from this new feature.

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